

**Business Details:**

PeeWipe BV, Johan van Hasseltweg 98, 1022 WX Amsterdam, Chamber of commerce registration 864404992, Taks registration 864404992B01,

**Service Description:** At PeeWipe BV, we specialize in offering innovative hygiene solutions specifically designed to cater to the unique needs of our customers. Our primary product is the PeeWipe dispenser, an ingenious device created to address the commonly encountered issue of residual urine drops. Our PeeWipe dispenser works on a simple yet effective principle. It's designed to provide easy access to PeeWipe tissues, promoting hygiene and convenience. Each tissue dispensed is biodegradable, hypoallergenic, and designed for single use, ensuring that every user is clean and hygienic. The product is intended for personal hygiene use only and should not be used for any other purpose. Users should also note that the PeeWipe tissues are not flushable, and we advise disposing of used wipes in a bin to avoid potential plumbing issues. Our PeeWipe dispenser is designed for ease of use. However, it should be handled with care, avoiding contact with sharp objects or exposure to excessive moisture or heat, which could potentially damage the dispenser or the tissues housed within. Please consult the product's user manual for further instructions on usage and maintenance. This product is designed to enhance personal hygiene and does not in any way substitute the need for regular, thorough cleaning practices or medical advice where necessary. Please note that product designs and specifications are subject to change without prior notice as part of our continuous efforts to improve and innovate our product offerings. It's our mission to keep you clean, comfortable, and confident throughout the day with our high-quality PeeWipe dispenser.

**Pricing and Payment Terms:** Information about the price of your product/services, any additional fees, how customers can pay, and the terms of payment (for example, when payment is due). Price per unit €149,95 excluding VAT. Additional charges may occur of €100 installation fee per unit per hour, excluding travel expenses. Excluding Wipes or bags. If the client wishes, we can provide these services at an additional which is subject to change. Payment is always due per invoice.

**Shipping and Delivery:** PeeWipe BV is dedicated to ensuring that our products reach our customers promptly and efficiently. We deliver across the globe, though there may be certain restrictions on delivery locations depending on local regulations and the logistics capability of our delivery partners. Upon placement of an order, we will provide an estimated delivery date, which is usually within 5-7 working days for domestic orders and up to 14 working days for international orders. Please note that these are estimated delivery times and actual delivery may vary depending on the courier service, location, and other external factors beyond our control. In the event of any delay in the shipment of your order, we will make every effort to contact you and provide updated information about your delivery. However, PeeWipe BV cannot be held responsible for delays caused by unforeseen circumstances or events outside of our control, such as severe weather conditions, strikes, or custom controls. Our shipping charges are calculated based

on, total units, the weight of the order, and the destination. These charges will be displayed at the time of checkout for your approval. Upon delivery, it is recommended that customers check the products thoroughly. If there are any visible damages to the product or if the delivery is not complete, kindly refuse the parcel and contact our customer service immediately. If you are not available at the time of delivery, our courier partners will attempt re-delivery. After multiple unsuccessful delivery attempts, your package will be returned to us and may be subject to additional shipping costs for re-delivery. Please note, any customs or import duties levied once the package reaches your destination country will be your responsibility, as we have no control over these charges and cannot predict them.

**Return and Refund Policy:** At PeeWipe BV, we strive to ensure the complete satisfaction of our customers with the products we offer. However, we understand that there may be instances when you are not entirely satisfied with your purchase. In such cases, we have a comprehensive Return and Refund Policy in place. You may return any unused, unopened product purchased from us for a refund or exchange within 14 days of receipt, provided it is in its original packaging and condition. Any product returned outside of the 14-day return policy will not be eligible for a refund or exchange. To initiate a return, please contact our customer service at [Customer Service Email] with your order number and details about the product you would like to return. We will respond quickly with instructions for how to return items from your order. Please note that you will be responsible for all return shipping fees unless the return is due to our error (e.g., you received an incorrect or defective item). We recommend that you use a trackable shipping service or purchase shipping insurance, as we cannot guarantee that we will receive your returned item. Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If approved, your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment within a certain number of days. If you've done all of this and you still have not received your refund, please contact us at [Customer Service Email]. Exchanges (if applicable): We only replace items if they are defective or damaged. If you need to exchange a product for the same item, please contact us at [Customer Service Email]. This Return and Refund Policy is applicable only to purchases made on our website. For purchases made through other retailers, please contact the retailer directly. Please note that any return and refund is subject to our final discretion. We reserve the right to refuse a return or refund if the item has been used or damaged by the customer.

**Intellectual Property:** All content present on the PeeWipe BV website, including but not limited to text, graphics, logos, button icons, images, audio clips, digital downloads, data compilations, and software, is the exclusive property of PeeWipe BV or its content suppliers and is protected by international copyright, trademarks, patents, or other proprietary rights and laws. The compilation of all content on this website is the exclusive property of PeeWipe BV, with copyright authorship for this collection by PeeWipe BV, and is protected by international copyright laws. The PeeWipe BV trademarks may not be used in connection with any product or service

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**Dispute Resolution:** In the event of any dispute, claim, question, or disagreement arising from or relating to these Terms and Conditions, or the breach thereof, the parties hereto shall use their best efforts to settle the dispute, claim, question, or disagreement. To this effect, the parties shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties. If the parties do not reach such a solution within a period of 60 days, then upon notice by either party to the other, disputes, claims, questions, or disagreements shall be resolved by arbitration administered by the court of Amsterdam in accordance with its rules, and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. The place of arbitration shall be Amsterdam, The Netherlands. The arbitration proceedings shall be conducted in English. The decision of the arbitrator shall be final and binding on both parties. Therefore, the parties hereby waive any rights to appeal or to review of such award by any court or tribunal. The parties agree to share equally the costs of the arbitration, including the fees and expenses of the arbitrator. Each party will bear the cost of preparing and presenting its own case.

**Limitation of Liability:** PeeWipe BV, its subsidiaries, affiliates, officers, directors, employees, agents, suppliers or licensors shall not be liable to you or any third party for any indirect, incidental, special, punitive, cover or consequential damages (including, without limitation, damages for lost profits, revenue, sales, goodwill, use or content, impact on business, business interruption, loss of anticipated savings, loss of business opportunity) however caused, under any theory of liability, including, without limitation, contract, tort, warranty, breach of statutory duty, negligence or otherwise, even if PeeWipe BV has been advised as to the possibility of such damages or could have foreseen such damages. The aggregate liability of PeeWipe BV and its affiliates, officers, employees, agents, suppliers, and licensors relating to the services will be limited to an amount greater than the purchase amount or any amounts actually paid in cash or any other ways of payment by you to PeeWipe BV for the prior one-month period prior to the first event or occurrence giving rise to such liability. The limitations and exclusions also apply if this remedy does not fully compensate you for any losses or failure of its essential purpose. The use of our dispensers should be in accordance with the user manual instructions, and any misuse or deviation from the instructions shall not be the

responsibility of PeeWipe BV. Please note that we are not responsible for any damage to property or personal injury caused by improper use or installation of our dispenser products. It is the customer's responsibility to ensure that the product is correctly and safely installed.

**User Obligations and Restrictions:** As a user of PeeWipe BV's products and services, you agree to comply with the following obligations and restrictions:

**Compliance with Laws:** You agree to use our products, including the PeeWipe dispenser, in accordance with all applicable local, state, national and international laws, rules, and regulations. **Proper Usage:** You agree to use our products as intended and in accordance with provided instructions. You will not misuse, modify, tamper with, or attempt to alter our products in any way not explicitly approved by PeeWipe BV. **Respect for Intellectual Property:** You acknowledge and respect our proprietary rights in our products, including patents, designs, and trademarks. You will not infringe upon these rights, for example, by copying, reproducing, or imitating our products or parts of them. **No Commercial Use:** Unless explicitly agreed with PeeWipe BV, you will not resell, lease, or distribute our products for commercial purposes. **Safety Measures:** You agree to follow all safety instructions and precautions provided with our products. PeeWipe BV is not responsible for any harm or damage resulting from failure to follow safety instructions. **Reporting Issues:** You agree to promptly report any issues, malfunctions, or potential safety hazards you observe with our products to PeeWipe BV. Violation of these obligations and restrictions may lead to termination of your access to our services, legal action, or both, depending on the nature and extent of the violation. We reserve the right to refuse service, terminate accounts, or remove or edit content if you are in violation of applicable laws or these terms and conditions.

**Privacy Policy Reference:** Your use of our products and services, as well as our website, is also governed by our Privacy Policy. The Privacy Policy outlines how we collect, use, protect, and share your personal data when you use our services or visit our website. By accepting these Terms and Conditions, you also agree to the terms of our Privacy Policy. The Privacy Policy is integral to your understanding of your rights and our obligations concerning your personal data. We highly encourage you to read it thoroughly. We may update our Privacy Policy from time to time in response to changes in our business practices, feedback from our users, or changes in privacy-related laws and regulations. Any updates will be posted on our website, and we recommend that you review the Privacy Policy periodically for any changes. If you have any questions about our Privacy Policy, or about our data protection practices, please contact us at [compliance@pwipeproducts.com](mailto:compliance@pwipeproducts.com).

**Changes to Terms and Conditions:** PeeWipe BV reserves the right, at its sole discretion, to revise and update these Terms and Conditions from time to time. Any changes are effective immediately upon posting to the website and apply to all access to and use of the website thereafter. Your continued use of the website following the posting of the revised Terms and Conditions means that you accept and agree to the changes. You are expected to check this page from time to time

so you are aware of any changes, as they are binding on you. If a revision to the Terms and Conditions, in our sole discretion, is material, we will notify you by contacting the email address associated with your account or via a prominent notice on our site.

**Termination of Service:** PeeWipe BV reserves the right to terminate or suspend your access to our services without prior notice for any reason, including, without limitation, a breach of these Terms and Conditions. Upon termination, your right to use the services will cease immediately. If we terminate or suspend your access to our services, we will not be liable to you or any third party for any damages that may result or arise out of such termination or suspension. Additionally, you have the right to cease using our services at any time. If you wish to terminate your relationship with PeeWipe BV, you may simply discontinue using our services.